# Outsourcing: White Collar Exodus

[1.  Outsourcing: Dividing America (02:46)](http://streaming.factsonfile.com/PortalViewVideo.aspx?xtid=34962&psid=0&sid=0&State=&title=Outsourcing:%20White%20Collar%20Exodus&IsSearch=N&parentSeriesID=)  
Millions of American jobs are outsourced to India. Factories sit empty. Blue-collar jobs and high-paying white-collar jobs are going overseas in increasing numbers.

[2.  Death of Distance (03:11)](http://streaming.factsonfile.com/PortalViewVideo.aspx?xtid=34962&psid=0&sid=0&State=&title=Outsourcing:%20White%20Collar%20Exodus&IsSearch=N&parentSeriesID=)  
Companies in the U.S. hire people in India and other countries to answer calls from Americans. Technology makes distance disappear.

[3.  Telephones and Fiber Optics (02:01)](http://streaming.factsonfile.com/PortalViewVideo.aspx?xtid=34962&psid=0&sid=0&State=&title=Outsourcing:%20White%20Collar%20Exodus&IsSearch=N&parentSeriesID=)  
Old telephone technology made long-distance calls, especially to other countries, very expensive. Cable companies laid a fiber optic network around the world.

[4.  Ideal India (03:00)](http://streaming.factsonfile.com/PortalViewVideo.aspx?xtid=34962&psid=0&sid=0&State=&title=Outsourcing:%20White%20Collar%20Exodus&IsSearch=N&parentSeriesID=)  
Call centers are located wherever there is a fiber optic network. India is ideal because sixty-five percent of Indians speak English. Thousands of Indians apply for jobs daily.

[5.  English Language School (03:24)](http://streaming.factsonfile.com/PortalViewVideo.aspx?xtid=34962&psid=0&sid=0&State=&title=Outsourcing:%20White%20Collar%20Exodus&IsSearch=N&parentSeriesID=)  
Indians learn English in a school in Bangalore. They perform exercises to sound like Americans. Students are immersed in American culture through films and music.

[6.  Regional English (01:05)](http://streaming.factsonfile.com/PortalViewVideo.aspx?xtid=34962&psid=0&sid=0&State=&title=Outsourcing:%20White%20Collar%20Exodus&IsSearch=N&parentSeriesID=)  
Indians preparing to work in call centers learn about regional American accents. After six weeks of training, the students go to work doing business over telephones.

[7.  High-Paying Jobs in Call Centers (04:07)](http://streaming.factsonfile.com/PortalViewVideo.aspx?xtid=34962&psid=0&sid=0&State=&title=Outsourcing:%20White%20Collar%20Exodus&IsSearch=N&parentSeriesID=)  
People working at call centers must have the ability to answer questions patiently. Many work at these stressful jobs all night. The jobs are high paying by local standards.

[8.  Boom in India: Jobs Creating Jobs (02:00)](http://streaming.factsonfile.com/PortalViewVideo.aspx?xtid=34962&psid=0&sid=0&State=&title=Outsourcing:%20White%20Collar%20Exodus&IsSearch=N&parentSeriesID=)  
Call centers in Bombay and Bangalore have at least 1000 staff each. These jobs create jobs in other industries such as cafeteria workers and car salespeople.

[9.  American Middle Class: Wake Up! (02:10)](http://streaming.factsonfile.com/PortalViewVideo.aspx?xtid=34962&psid=0&sid=0&State=&title=Outsourcing:%20White%20Collar%20Exodus&IsSearch=N&parentSeriesID=)  
In America there is a growing tide of opposition to outsourcing. The American middle class is waking up to the seriousness of outsourcing and loss of white-collar jobs to other countries.

[10.  Regulation: Divided America (05:03)](http://streaming.factsonfile.com/PortalViewVideo.aspx?xtid=34962&psid=0&sid=0&State=&title=Outsourcing:%20White%20Collar%20Exodus&IsSearch=N&parentSeriesID=)  
Outsourcing becomes a political issue. A bill in Congress proposed that government agencies couldn’t engage in outsourcing jobs. John Kerry speaks out against outsourcing.

[11.  Outsourced: White Collar Jobs (02:06)](http://streaming.factsonfile.com/PortalViewVideo.aspx?xtid=34962&psid=0&sid=0&State=&title=Outsourcing:%20White%20Collar%20Exodus&IsSearch=N&parentSeriesID=)  
Businesses send all kinds of white-collar jobs offshore including code writers, data entry, accounting, payroll, medical transcription, animation, business support, and many more.

[12.  American Dream at Risk (04:27)](http://streaming.factsonfile.com/PortalViewVideo.aspx?xtid=34962&psid=0&sid=0&State=&title=Outsourcing:%20White%20Collar%20Exodus&IsSearch=N&parentSeriesID=)  
Outsourced white collar jobs cause erosion of the middle class. The middle class is under assault. The core of the American Dream is at stake. An unemployed worker tells her story.

[13.  Global Competition (02:35)](http://streaming.factsonfile.com/PortalViewVideo.aspx?xtid=34962&psid=0&sid=0&State=&title=Outsourcing:%20White%20Collar%20Exodus&IsSearch=N&parentSeriesID=)  
American consumers buy products made in other countries. Consumers have more buying power in the global market. Americans want cheaper products and services. The solution? Outsourcing.

[14.  Fear of Foreigners (01:31)](http://streaming.factsonfile.com/PortalViewVideo.aspx?xtid=34962&psid=0&sid=0&State=&title=Outsourcing:%20White%20Collar%20Exodus&IsSearch=N&parentSeriesID=)  
Historically, Americans have tended to blame foreigners when things at home go badly. India, Ireland, Israel, and Canada accommodate most of America's outsourced jobs.

[15.  Is Protectionism Necessary? (02:21)](http://streaming.factsonfile.com/PortalViewVideo.aspx?xtid=34962&psid=0&sid=0&State=&title=Outsourcing:%20White%20Collar%20Exodus&IsSearch=N&parentSeriesID=)  
America's economy experienced countless cycles of boom and recession. In every recession, Congress is urged to protect workers. Global competition stimulates the American economy.

[16.  Car Manufacturing and Consumer Benefits (03:13)](http://streaming.factsonfile.com/PortalViewVideo.aspx?xtid=34962&psid=0&sid=0&State=&title=Outsourcing:%20White%20Collar%20Exodus&IsSearch=N&parentSeriesID=)  
America's economy evolved from the death and birth of businesses. In the past, cars were made in one plant. Today their component parts are made in other countries.

[17.  Future Business (03:35)](http://streaming.factsonfile.com/PortalViewVideo.aspx?xtid=34962&psid=0&sid=0&State=&title=Outsourcing:%20White%20Collar%20Exodus&IsSearch=N&parentSeriesID=)  
Changes in business bring opportunities. America will re-educate and re-train its workforce. Knowledge, creativity, and communication will always be valuable in the global workplace.